TE OPE KĀTUA O AOTEAROA
DEFENCE FORCE

Position Description – Civilian Grades 5-11 (Lead Self)

Position	**Customer Experience Representative**
Position number	**Various**
Unit	**Defence Shared Services Group**
Location	**Various**
Reports to	**Customer Services Manager – Local | Customer Services Manager - National**
Direct reports	**Nil**
Grade	**10**
Security clearance	**CV, SV, TSV – role dependent**
Date completed	**May 2026**

About the New Zealand Defence Force

The New Zealand Defence Force's central mission is to contribute to the defence, security and well-being of Aotearoa / New Zealand. As a modern, professional military, it is our goal to maintain well trained, equipped and disciplined armed forces that can react to crisis at short notice. Therefore, we lead, train and equip our sailors, soldiers and aviators for action in the most demanding environments, so they are ready and able to protect New Zealand's interests.

Although we are prepared for combat, our technical skills, professional training, and high-end military equipment lend versatility to a range of security and humanitarian tasks. Our Defence Force is constantly working in partnership with many other government agencies, helping people and protecting our territory and our oceans. We are also striving as a Defence Force to work smarter and it is our purpose to continuously find ways to be better at what we do.

As the nature of combat and our other roles change, we are adapting and planning for the future. All of this is a collective effort, and together we, as members of the Regular Forces, Reserve Forces and Civil Staff – are greater than the sum of our individual parts. **Together we are a Force for New Zealand.**

Unit Purpose

Defence Logistics Command (DLC) supports the NZDF by providing logistics (maintenance, repair and overhaul (MRO)), most supply chain and warehousing operations (SCWO), commercial services and shared services to the single Services and HQ Joint Forces NZ. The DLC support role is summarised by "feed, fuel, fix, arm, move, procure, pay". DLC provides logistics policy and advice internally to the NZDF and externally to NZDF's stakeholders on an All of Government (AoG) basis. DLC is responsible for multi-national logistics policy and implementation through a series of bi-lateral and multilateral agreements and forums.

The **Defence Shared Services Group (DSSG)** is responsible for providing essential support and administration services to the NZDF whānau. Our purpose is "modernising shared services to tautoku (support) our people's operational readiness". The DSSG team is passionate about perfecting the art of shared services to free up our people. Our customers want us to excel at collaboratively embedding innovation & customising services to offer a slick world class experience. We know we have been successful when we deliver a new repeatable customer experience that boosts morale within Defence.

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Position Purpose

The purpose of this position is to deliver services at either a local or national level, depending on the team they are part of. The **Customer Experience Representatives** are multi-skilled across the range of national or local DSSG services provided, except for Non-Public Funds (NPF) CERs, who hold a specific portfolio.

Customer Experience Representative from the local services team will include the functions of Camp Portfolio such as Medals, Mail, Registry, Safehand as well as Amenities, Maintenance, Fleet Management, Drivers etc. Those from the national services team will cover travel, claims and expenses, and posting assistance etc. The allocation of services will vary depending on team designation (National or Local Services Team) and guided by directives from Customer Services Manager (CSMs) and Central Services Managers to ensure that service demand across the motu is managed efficiently.

CERs with NPF portfolio are responsible for providing nationally consistent services in collaboration with NPF/NZDF Finance Service Level Agreement and NPF policies (DFO and DFI).

Key Activities

Major Area of Work	Deliverables/Outcomes
Provide Nationally Consistent Services (including online self-capability) **Financial Management and Compliance to Non-Public Funds**	• Assess service requests to define special requirements or considerations. • Process batch transactions of nationally consistent services including completing domestic and international travel bookings, monthly task reports, providing support for accounts payable and receivable, and additional Shared Services as it is generated within DSSG. • Provide regular updates to customers on the status of their service requests. • Notify customer that the service has been delivered. • Non Public Funds providing NZDF with day to day support in accordance with NPF Policies (Defence Force Orders (DFO) and Defence Force Instructions (DFI) while using specific software to deliver financial services in the non-public environment.
Deliver Locally Tailored Services That Suit The Situational Context	• Receive service request and provide advice on policy as required. • Update status of the service request in the system. • Deliver tailored services to ensure they are pragmatic given situational context and positively impact the morale of NZDF staff, with guidance from Portfolio Leads and Central Centres Managers. • Confirm request with the customer and process service request. • Ensure deliverables are available by the service provider and where they are not, escalate to the appropriate Portfolio Lead or Strategic Contracts Advisor.
Continuous Improvement	• Participate in DSSG process improvement, e.g. Communities of Practices and /or working groups as required. • Participate in training documentation for new and current functions e.g. Standard Operating Procedures / email templates / training packages. • Support the training for new and current staff on service delivery functions e.g. inductions using various tools e.g. MS Teams / face-to-face as part of the DSSG Induction process. • Support the development of continuous improvement initiatives to promote added value to customers.
Health and Safety	• Take responsibility for meeting obligations under the Health and Safety at Work Act 2015.

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	• Observing the NZDF's health and safety policies and procedures. • Participating in health and safety initiatives and training when required. • Reporting all accidents/incidents near misses and symptoms of discomfort. • Identifying and reporting workplace hazards.

Key Working Relationships

Internal	• DSSG Managers and staff. • NZDF Commanders and Managers. • Project leaders for initiatives impacting DSSG. • Base and camp personnel.
External	• Local/regional suppliers, vendors and stakeholders. • Local district councils and government departments.

Financial Delegations

- Nil

Decision Making Authority

- Nil

Health and Safety Responsibilities

- You are responsible for actively contributing to a safe and healthy workplace by complying with all applicable health and safety legislation, NZDF policies, procedures, and reasonable instructions. This includes taking reasonable care of your own health and safety, and that of others who may be affected by their actions or omissions. You are expected to identify hazards and risks, follow safe work practices, and promptly report hazards, incidents, injuries, and near misses through established reporting processes. Serious, significant, or unresolved risks must be escalated to the appropriate manager and/or health and safety representative. You are also expected to participate in risk assessments, training, and continuous improvement activities, and to support a positive safety culture through cooperation, accountability, and proactive communication.

Personal Specifications

To succeed in the position you must have the following:

Knowledge and Skills	• **Delivery:** Delivers high-quality services to customers by effectively completing requests and consistently meeting commitments. Demonstrates a strong sense of accountability and ensures that work is completed accurately and on time. • **Methodical:** Approaches service requests in a highly methodical manner by consistently ascertaining and checking details to ensure accuracy and completeness of work. Disciplined when following processes and completing work to the agreed service standards.

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	• **Explaining:** Maintains a customer-centric approach when engaging with customers and notifying them that their requests have been completed. Actively listens to customer concerns, responds to questions, and ensures that customers are informed throughout the entire job process. • **Interpretation:** Approaches customer requests in an analytical manner, carefully interpreting and assessing any specific requirements. Tailors' services in a pragmatic manner to meet both customer needs and agreed service standards. • **Computer literacy:** Strong computer literacy skills with above average keyboard skills and proficiency with Microsoft Office.
Experience Level	• Practical experience in customer focused organisations.
Qualifications and Courses	• NZ Business (Administration and Technology) Level 3 or equivalent is desired but not essential.
Specific Job Requirements	• Full NZ Driver's Licence. • Ability to obtain and maintain the required level of security clearance. • May be required to travel domestically. • An ability to work outside of business hours as necessary and as required. • An ability to provide after-hours support, function dependent.

Defence Professional Development Framework (DPDF) – *the over-arching holistic framework for the progressive and ongoing development of successful members.*

The following Behavioural Competencies are required to be exhibited at Civilian Grades 5-11 (Lead Self):

DPDF Foundation Components	**Live the Ethos and Values** The NZDF values are at the heart of what the NZDF does. Strong values are prioritised, defended and something individuals least want to sacrifice. Values influence goals and form the touchstone for decision making. Internalising these values, modelling them, and instilling them in the everyday lives of the people within the workplace is a core responsibility of NZDF members. There are three key components within Live the Ethos and Values: • Model the NZDF Ethos and Values 24/7. • Model Self Awareness and Self Control. • Respond with Courage and Integrity to Ethically Challenging Environments.
	Leadership Leaders at this level display mastery of technical / professional competence and the ability to allocate time and prioritise effort to complete assigned tasks. They demonstrate supportive behaviour towards colleagues and team members. They have the ability to control emotion and self-manage, including being prepared to show initiative and make judgements on the basis of the NZDF values. One of the most important attributes at this level is a willingness to collaborate with team members to achieve team expectations.
	Professional Expertise (Not applicable to the Lead Self level) The third component making up the DPDF foundation is Professional Expertise - the ongoing development of NZDF members to enable them to become effective, adaptable, innovative and knowledgeable in an ever changing global environment. Professional Expertise is achieved through

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	training, education, practical 'on-the-job' experience, coaching and mentoring, assessment and self-development. **Note: At the Lead Self level, individuals are still in the developmental stage with their Professional Expertise.**

Live the Ethos and Values	• Lives the NZDF ethos and values 24/7 through behaviour and attitude. • Uses the NZDF ethos and values as the basis for their decision-making. • Demonstrates mental and emotional control to manage their behaviour. Adjusts their behaviour in response to how it is received by others. • Maintains physical and mental wellbeing and applies stress management techniques when required. • Regularly assesses own performance and monitors the attainment of development goals. • Holds others accountable when they violate NZDF ethical and moral standards. • Displays moral fortitude; stands by the NZDF ethos and values when these are being challenged or threatened.

Leadership	**Think Smart** • Assesses the impact and consequences of decisions and actions. • Actively seeks new ideas and methods using mistakes as an opportunity to learn. • Considers a range of information to make timely, well-reasoned decisions. • Applies lessons learned to inform future actions and decisions. • Recognises trends and sorts relevant from irrelevant information. • Maintains situational awareness asking questions to clarify perceptions and willingly shares information.
	Influence Others • Demonstrates the key factors that underpin trust (competence, integrity, predictability, benevolence). • Works constructively with others identifying and addressing blocks to building trust and relationships. • Effectively demonstrates stress management and resilience techniques. • Understands the importance of culture respecting local norms and customs to enhance acceptance. • Proactively shares information and collaborates with team members and members in the wider NZDF. • Diffuses emotionally charged situations to de-escalate conflict within the team.
	Develop Teams • Works collaboratively to achieve team objectives. • Holds team members to account for their responsibilities. • Understands how teams function and contributes to the ongoing development of effective team performance. • Looks for and suggests ways to challenge the team to improve. • Develops a full appreciation of the situation through asking questions and checking in with other team members. • Assesses the impact of their decisions on the wider team.

Leadership	**Develop Positive Culture** • Responds positively to leaders in training. • Encourages input from others. • Assesses consequences and risks before acting. • Adapts to and supports the organisational culture. • Fosters good morale within the group. • Communicates opportunities for improvement.

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	• Remains positive and demonstrates a flexible, adaptable and pragmatic approach when facing change challenges.
	Mission Focus • Remains mission focused. • Prioritises and manages their time and resources to ensure that work is completed efficiently and on time. • Ensures they understand the expectations and tasks given to them, seeking further information to understand the purpose. • Accepts accountability and responsibility for actions outputs and behaviours. • Acts in accordance with leadership intent and planning.

Signature

Position Holder's Name		
Signature		**Date: ___ / ___ / 20___**

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